#### **Housing Location • Resources • Communities**



# Presentation to Delaware Libraries

March 2, 2023





- Established in 2012
- Supported by a live, toll-free call center (English/Spanish, voice/TTY)
- Multilingual website and ADA Title II 508 compliant
- FREE to consumers and landlords
- Rental housing of ALL types may be listed, including market-rate and subsidized multifamily units as well as single-family homes, duplexes, condos, manufactured housing, assisted-living facilities and even rooms for rent
- Targeted referral service to connect people with special needs to integrated community housing units
- Established disaster-recovery resource: having a comprehensive housing database in place *before* disaster occurs translates into faster recovery

## **Toll Free Call Center**





- Connecting tenants with housing
- Helping landlords add and update listings
- No limits on call times: callers receive as much assistance as they need
- Monday Friday, 9 a.m. 8 p.m. Eastern
- 1-877-428-8844

# **By the Numbers**



- 338,000 searches in 2022
- 14,000 inbound and outbound calls
- 26,807 total units listed in 2022
  - o New Castle: 16,798 units; 633 landlords
  - o Kent: 6,605 units; 262 landlords
  - o Sussex: 3,404 units; 126 landlords



### **Statewide Collaboration**

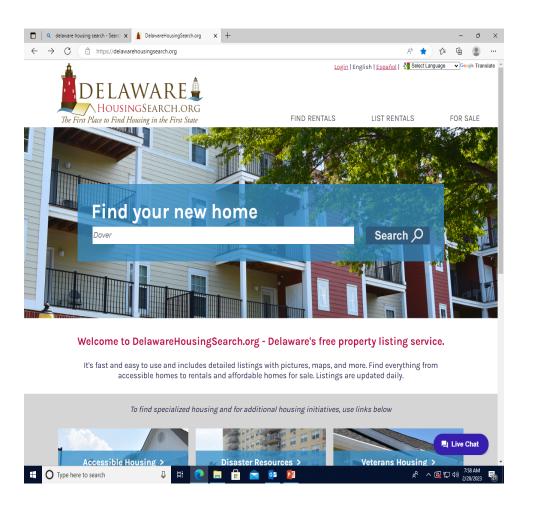


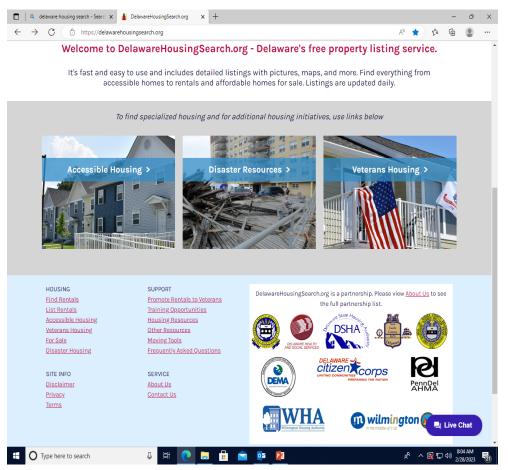
#### **Financial Contributors**

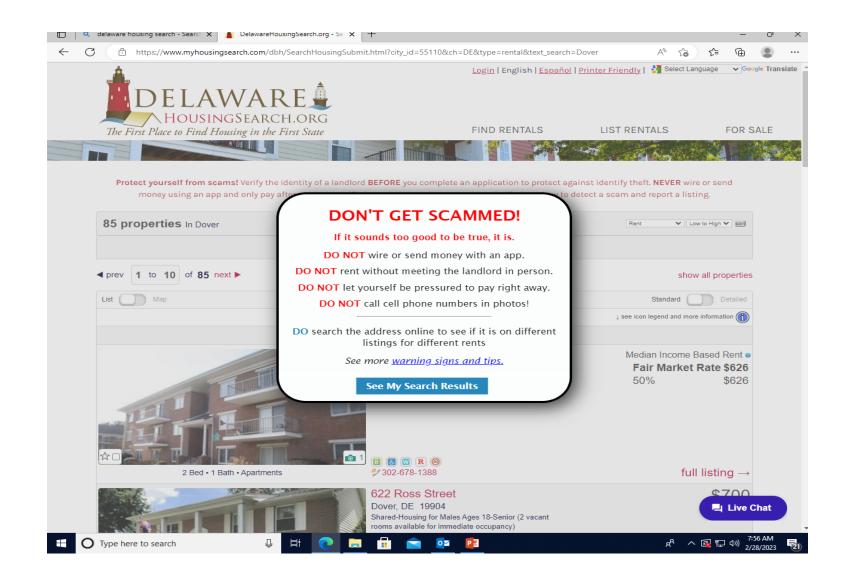
- Delaware State Housing Authority
- Delaware Health and Social Services
- Delaware Emergency Management Agency
- Sussex County
- Kent County
- New Castle County
- City of Wilmington
- Wilmington Housing Authority

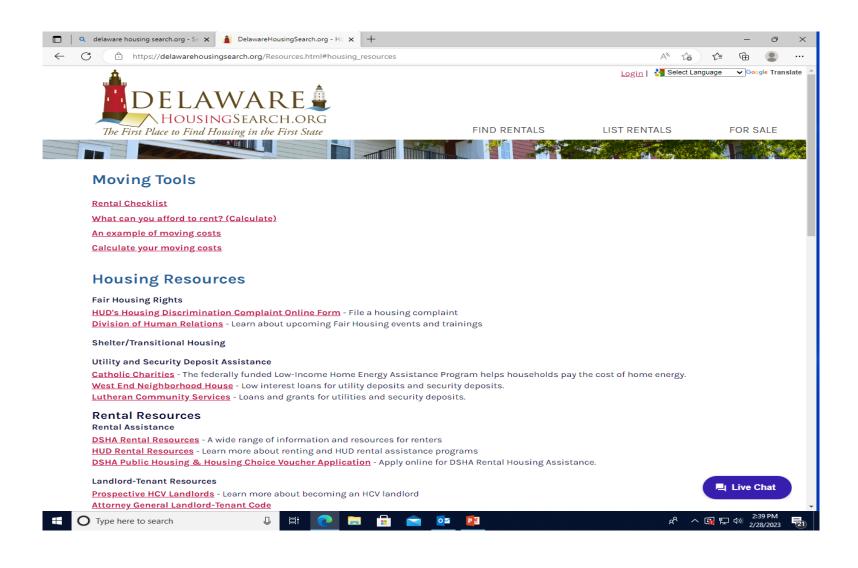
#### **Advisory Group**

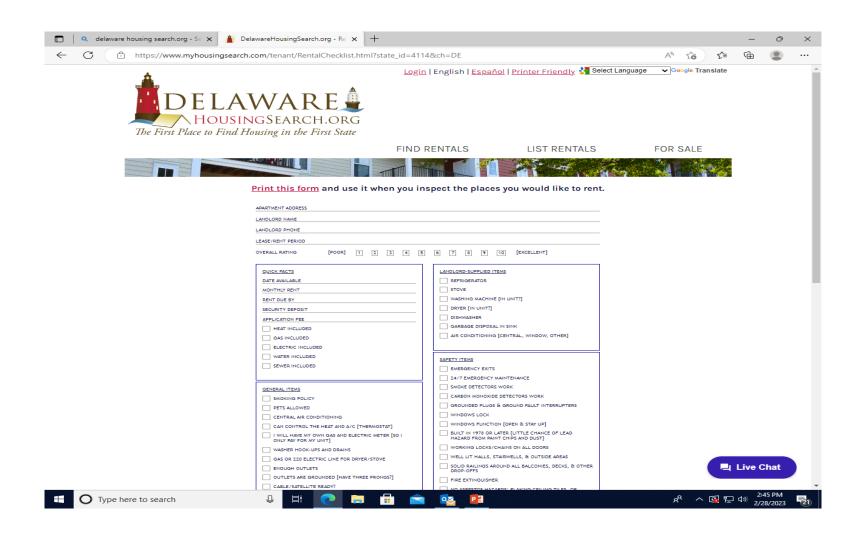
- Approximately 20 people help guide and champion site
- Diverse group representing full spectrum of housing services

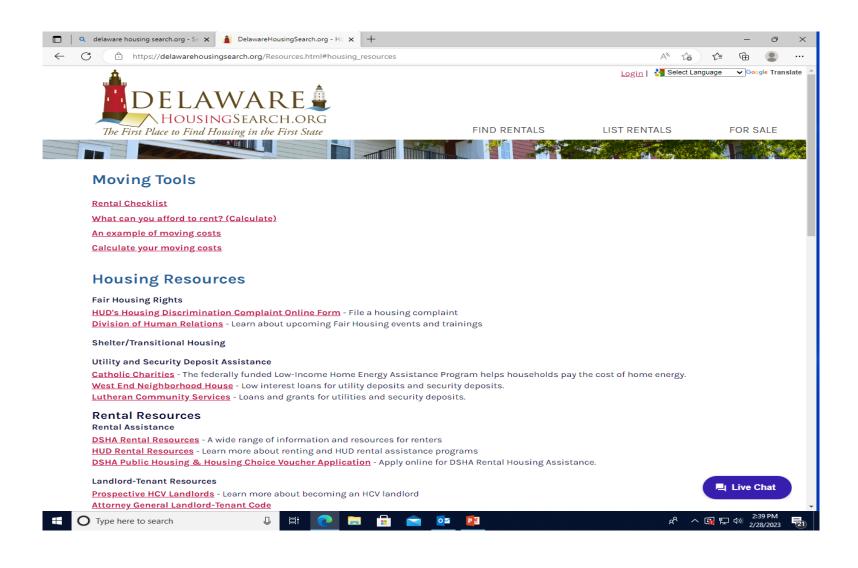


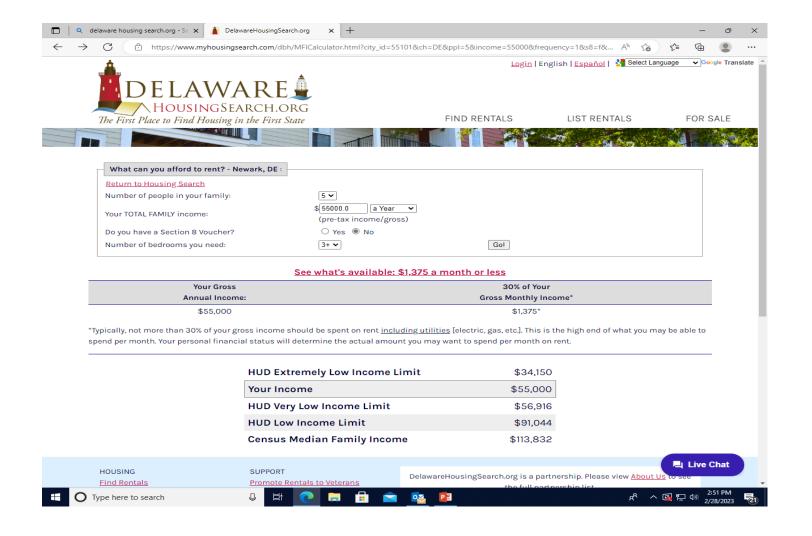












## Links to DelawareHousingSearch.org

Organizations and local jurisdictions are encouraged to place links on their websites to DelawareHousingSearch.org!

- ✓ Increases public awareness
- ✓ Directly improves search engine presence and web visibility





























### **Contact Information**

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Thank you!